

Clerk of Court  
U.S. Bankruptcy Court, District of Delaware  
824 N. Market Street, 3rd Floor  
Wilmington, DE 19801

RECEIVED  
2025 OCT 29 PM 12:11  
CLERK  
US BANKRUPTCY COURT  
DISTRICT OF DELAWARE

**Re: In re FTX Trading Ltd., et al., Case No. 22-11068 (JTD) — Jointly Administered  
(Chapter 11)  
Filing by Daizhuo Chen (pro se)**

Dear Clerk:

Enclosed for filing in the above-referenced case are the following documents:

1. Motion of Daizhuo Chen for Entry of an Order Authorizing Late Completion of Customer KYC pursuant to FRBP 9006(b)(1); in the Alternative, Relief under FRBP 9024 (Rule 60(b)(1)) and FRBP 3008/11 U.S.C. § 502(j);
2. Declaration of Daizhuo Chen in Support of Motion (with Exhibits A–F);
3. [Proposed] Order Authorizing Late Completion of Customer KYC;
4. Notice of Motion; and
5. Certificate of Service.

Also enclosed are one extra copy of each document and a prepaid self-addressed envelope.

Please file-stamp the extra copies as conformed and return them to me in the enclosed envelope.

Thank you for your assistance.

Respectfully submitted,

Daizhuo Chen (pro se)  
1726 Maddux Dr  
Redwood City, CA 94061  
Phone: 646-286-8876  
Email: chendaizhuo@gmail.com

## II. JURISDICTION AND VENUE

3. The Court has jurisdiction under 28 U.S.C. 157 and 1334. Venue is proper under 28 U.S.C. 1408 and 1409. This is a core proceeding under 28 U.S.C. 157(b)(2).

## III. RELIEF REQUESTED

4. Under FRBP 9006(b)(1), Movant requests an order that:
  - a. authorizes completion of KYC notwithstanding the June 2, 2025 deadline referenced in D.I. 29464 and communicated in the Customer Portal (Decl. Ex. B) and Kroll's October 21, 2025 message (Decl. Ex. C);
  - b. directs Kroll Restructuring Administration LLC and the FTX Recovery Trust to, within 5 days after entry of the order, either (i) restore portal access limited to Step 3 KYC for the account registered to chendaizhuo@gmail.com or (ii) provide a secure manual KYC process (government ID and liveness/verification), with encryption if required; and
  - c. requires Movant to complete KYC within 72 hours of restoration of access or provision of manual instructions, and in any event no later than 14 days after entry of the order.

5. Non-precedential and without prejudice: The order will state that it is limited to Movant, does not alter claim economics or distributions, and waives no defenses except as expressly provided to implement KYC completion.

#### IV. STATEMENT OF FACTS

6. Movant held an FTX US customer account registered to chendaizhuo@gmail.com with a positive balance as of November 11, 2022. On September 23, 2023, Movant accepted the scheduled customer claim and received Confirmation ID 3265-70-CXNIQ-166661285. True and correct copies are attached to the Declaration of Daizhuo Chen (the "Declaration") as Ex. A (acceptance email) and Ex. A-1 (Customer Claim Form). Earlier, on March 29, 2023, Kroll/FTX notified Movant as a scheduled customer with a Unique Customer Code (Decl. Ex. A-2).
7. Movant did not complete Step 3 KYC by the operational cutoff and now encounters a portal lockout referencing D.I. 29464 (Decl. Ex. B). After discovering the lockout, Movant promptly contacted Kroll; on October 21, 2025, Kroll denied reopening (Ticket No. 337047), citing D.I. 29464 and D.I. 31139 (Decl. Ex. C).
8. Reason for delay: During 2023–2024, Movant received FTX-branded KYC prompts from no-reply@sumsub.com whose email bodies referenced the Customer Portal (claims.ftx.com) but whose "Verify" buttons routed to a different domain (https://in.sumsub.com/...). The messages did not explain the vendor

relationship, listed "FTX" as display name, and referred to a "customer support team" without contact details. In the midst of active phishing aimed at FTX customers, Movant did not click third-party links and later encountered the lockout. Representative messages are included at Decl. Ex. D.

9. Public context corroborates this environment: FTX/Kroll publicly warned about phishing targeting customers, and later listed no-reply@sumsub.com as an official KYC sender. True and correct copies of these public webpages are attached as Decl. Ex. F-1 and F-2.
10. A concise chronology from March 29, 2023 through the October 21, 2025 denial appears at Decl. Ex. E. Movant stands ready to complete KYC immediately.

#### **V. BASIS FOR RELIEF UNDER FRBP 9006(b)(1) (EXCUSABLE NEGLIGENCE)**

11. FRBP 9006(b)(1) permits enlargement of time on a showing of excusable neglect. See *Pioneer Inv. Servs. Co. v. Brunswick Assocs.*, 507 U.S. 380 (1993).
12. Prejudice: None. The relief is operational and narrow: a time-boxed KYC-only completion for an already scheduled and accepted claim (Decl. Exs. A, A-1). It does not create or increase liability, change classification or priority, or delay distributions. The Trust's administrative burden is de minimis.
13. Length of delay and impact: The length of delay attributable to Movant is minimal and the impact on the case is nil. While the deadline was June 2, 2025, Movant first



discovered the portal lockout on or about October 19, 2025. Movant promptly contacted support and, upon receiving a final administrative denial on October 21, 2025, prepared and filed this Motion within six days. The proposed 72-hour completion window will not affect any case deadlines or distributions.

14. Reason for delay: Reasonable caution in a documented phishing environment. Emails referenced claims.ftx.com while routing buttons to in.sumsub.com, without explaining the vendor relationship, and arrived amid acknowledged phishing campaigns. Movant's refusal to click mismatched third-party links was consistent with standard cybersecurity practices. See Decl. Ex. D (received emails) and Ex. F (public phishing warnings and official-address listing).

15. Good faith: Movant accepted the scheduled claim in September 2023 (Decl. Exs. A, A-1), sought support promptly upon discovering lockout (Decl. Ex. C), and seeks only to complete identity verification so payment, if otherwise appropriate, can be made in the ordinary course.

## **VI. ALTERNATIVE GROUNDS IF FINAL ORDERS APPLY**

16. To the extent D.I. 29464 and/or D.I. 31139 operate as final orders barring further KYC processing, Movant requests limited relief under FRBP 9024 (Rule 60(b)(1)) based on mistake/excusable neglect, and, in the alternative, reconsideration under FRBP 3008 and 11 U.S.C. 502(j) "for cause." The requested relief is strictly confined to enabling KYC completion, non-precedential, and does not reopen or alter claim allowance, amount,

class, or priority.

## VII. IMPLEMENTATION DETAILS

17. Within **5 days after entry of the order**, Kroll shall either:

a. restore Customer Claims Portal access limited to Step 3 KYC for the account registered to chendaizhuo@gmail.com; or

b. provide a secure manual KYC process (instructions for submission of government ID and liveness/verification, with encryption, if required).

18. **Movant shall complete KYC within 72 hours** of the earlier of restored portal access or provision of the manual process, and in any case within 14 days after entry of the order.

19. Nothing herein authorizes assertion of any new or amended claim or affects the amount, classification, priority, or distribution mechanics of Movant's claim. The relief is non-precedential and without prejudice to the Debtors'/Trust's defenses, except as necessary to implement KYC completion for Movant.

## VIII. CERTIFICATION OF EFFORT TO RESOLVE

20. Before filing, Movant requested a stipulation for KYC-only cure from the FTX Recovery Trust/Kroll and circulated the request to Debtors' and Committee counsel. Movant

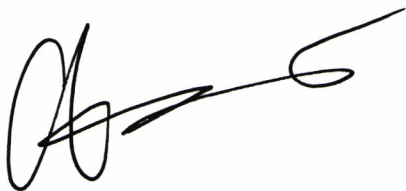
remains willing to resolve this by stipulation and will withdraw or narrow the Motion if  
KYC is completed off-portal by agreement.

## IX. CONCLUSION

21. For the foregoing reasons, Movant respectfully requests entry of an order substantially in  
the form submitted granting the relief described above, and such other relief as the Court  
deems just and proper.

Dated: October 27, 2025

Redwood City, California

A handwritten signature in black ink, appearing to be 'Daizhuo Chen', with a stylized, flowing script.

/s/ Daizhuo Chen

Daizhuo Chen (pro se)

1726 Maddux Dr

Redwood City, CA 94061

Phone: 646-286-8876

Email: chendaizhuo@gmail.com

**APPENDIX: EXHIBIT INDEX (ATTACHED TO DECLARATION)**

- Decl. Ex. A — Acceptance Email (Kroll) confirming acceptance of scheduled claim; Confirmation ID 3265-70-CXNIQ-166661285; submitted Sept 23, 2023.
- Decl. Ex. A-1 — Customer Claim Form (Acceptance of Scheduled Claim) reflecting Confirmation ID 3265-70-CXNIQ-166661285 and timestamp 2023-09-23T22:58:25Z.
- Decl. Ex. A-2 — Scheduled Customer Notice (Mar 29, 2023) showing Unique Customer Code as of Nov 11, 2022.
- Decl. Ex. B — Customer Portal Lockout screenshot referencing D.I. 29464.
- Decl. Ex. C — Kroll Denial Email (Ticket 337047; Oct 21, 2025) citing D.I. 29464 and D.I. 31139.
- Decl. Ex. D — Phishing Samples and Sumsb Domain-Mismatch Emails (Nov 1, 2023; Mar 1, 2024; Apr 9, 2024; May 7, 2024; Aug 19, 2024) showing body references to claims.ftx.com with "Verify" buttons routing to <https://in.sumsb.com/...>; display name "FTX" from no-reply@sumsub.com; no vendor explanation.
- Decl. Ex. E — Timeline of Key Dates (Nov 11, 2022 through Oct 21, 2025).
- Decl. Ex. F — Public Notices (Phishing Context and Official Email Domains):
  - F-1: FTX/Kroll phishing or cyber incident notification (URL: [https://ftxquestions.kroll.com/docs/Kroll\\_Claimant\\_Notification\\_4894-1885-7851\\_v1\\_2.pdf](https://ftxquestions.kroll.com/docs/Kroll_Claimant_Notification_4894-1885-7851_v1_2.pdf), accessed on October 26, 2025)
  - F-2: FTX Support "Official Email Addresses" page listing no-reply@sumsub.com as an official KYC sender. (URL: <https://support.ftx.com/hc/en-us/articles/19223337707412-Official-Email-Addresses>, accessed on Oct 26, 2025)



UNITED STATES BANKRUPTCY COURT  
DISTRICT OF DELAWARE

In re:  
FTX TRADING LTD., et al., Debtors.  
Chapter 11  
Case No. 22-11068 (JTD)  
(Jointly Administered)

RECEIVED  
2025 OCT 29 PM 12:12  
CLERK  
US BANKRUPTCY COURT  
DISTRICT OF DELAWARE

**MOTION OF DAIZHUO CHEN FOR ENTRY OF AN ORDER AUTHORIZING LATE COMPLETION OF CUSTOMER KYC PURSUANT TO FRBP 9006(b)(1); IN THE ALTERNATIVE, RELIEF UNDER FRBP 9024 (RULE 60(b)(1)) AND FRBP 3008/11 U.S.C. 502(j)**

Daizhuo Chen (the "Movant") respectfully moves for entry of an order authorizing **a narrow, non-precedential, Know Your Customer ("KYC")-only cure** for Movant's FTX US account registered to chendaizhuo@gmail.com, and states:

**I. INTRODUCTION**

1. Movant seeks authorization to complete Step 3 identity verification for an accepted, scheduled customer claim. The requested relief is procedural only, time-boxed, and expressly non-precedential: no new or amended claim, no change to amount, class, priority, or distributions.
2. The primary basis for this motion is Federal Rules of Bankruptcy Procedure ("FRBP") 9006(b)(1), concerning excusable neglect. In the alternative, if the KYC cutoff is embedded in final orders, Movant seeks limited relief under FRBP 9024 (Fed. R. Civ. P. 60(b)(1)) and FRBP 3008/11 U.S.C. 502(j), solely to permit completion of KYC.

UNITED STATES BANKRUPTCY COURT  
DISTRICT OF DELAWARE

In re:

FTX TRADING LTD., et al., Debtors.

Chapter 11

Case No. 22-11068 (JTD)

(Jointly Administered)

DECLARATION OF DAIZHUO CHEN IN SUPPORT OF MOTION TO AUTHORIZE LATE  
COMPLETION OF CUSTOMER KYC

I, Daizhuo Chen, declare:

1. Identity and purpose. I am the movant on the accompanying motion seeking a short window to complete KYC (defined as Know Your Customer identity verification) for my FTX US account registered to chendaizhuo@gmail.com. I submit this declaration in support of that motion.
2. Account and scheduled status. I maintained an FTX US customer account under the email address above with a positive balance as of November 11, 2022.
3. Acceptance of scheduled claim. On September 23, 2023, I accepted my scheduled customer claim in the Kroll portal and received Confirmation ID 3265-70-CXNIQ-166661285. True and correct copies of the acceptance email and claim form are attached as Exhibit A and Exhibit A-1.
4. Scheduled customer notice. On March 29, 2023, Kroll/FTX notified me that I had been identified and listed as a customer with a net positive balance as of November 11, 2022,

and issued a Unique Customer Code. A true and correct copy is attached as Exhibit A-2.

5. Discovery of Portal Lockout. On or about October 19, 2025, I attempted to log in to the Customer Claims Portal to complete the KYC process. I was unable to proceed and encountered a lockout message referencing D.I. (docket item) 29464 concerning unverified customer entitlement claims. A true and correct screenshot of this lockout message is attached as Exhibit B.
6. Prompt Contact and Administrative Denial. Immediately after discovering the lockout on October 19, 2025, I promptly contacted Kroll/FTX Support to request that my access be reopened to complete KYC. On October 21, 2025, Support responded to my request (Ticket No. 337047) and denied the reopening of KYC, citing D.I. 29464 and D.I. 31139 . A true and correct copy of this denial email is attached as Exhibit C.

7. Reasons for missing the KYC deadline (good-faith communication concerns).

7(a). Phishing and domain-mismatch context. During 2023 through mid-2025, I received phishing emails impersonating FTX/Kroll and at least five identity-verification emails from the domain sumsub.com dated Nov 1, 2023; Mar 1, 2024; Apr 9, 2024; May 7, 2024; and Aug 19, 2024. In one such message, the body referenced completing KYC in the Customer Portal (`claims.ftx.com`) while the “Verify me” button routed to `https://in.sumsub.com/...`, and the email did not explain any relationship between that domain and the FTX claims process. The messages showed the display

name “FTX,” but the sender address was no-reply@sumsub.com, and they mentioned a “customer support team” without contact details. After clicking one link and confirming it routed to in.sumsub.com instead of the official portal, I aborted the process and did not submit information out of a good-faith concern that it could be phishing. True and correct copies are included as Exhibit D.

7(b). Cybersecurity training context. Guided by routine cybersecurity training received between 2023 and 2025, I exercised good-faith caution, treating unknown-domain emails and mismatched link domains as suspicious.

7(c). Public corroboration. Publicly available information corroborates both the widespread phishing attempts and FTX's subsequent official designation of no-reply@sumsub.com as a legitimate KYC sender. See Exhibit F-1 (FTX/Kroll cyber-incident notification) and Exhibit F-2 (FTX Support's 'Official Email Addresses' page).

7(d). Mail notice context. To my knowledge, I did not receive paper mail regarding the Step-3 KYC deadlines; my prompts were via the Customer Claims Portal and by email. I am not challenging service.

8. Timeline. A concise chronology of key dates and events — from the March 29, 2023 balance snapshot through the October 21, 2025 Kroll denial — is attached as Exhibit E.



9. Narrow relief and prompt compliance. I am not seeking to assert any new claim or to change any claim amount, class, priority, or treatment. I request only a short KYC window so my already scheduled and accepted claim can be processed. If portal access is restored or a manual path is provided, I will complete KYC within 72 hours, and in any event within 14 days, and will promptly provide government identification and any required tax forms.

10. Truthfulness. The facts stated here are true and correct to the best of my knowledge. Exhibits A, A-1, A-2, B, C, D, E, and F are true and correct copies of the referenced documents, screenshots, or webpages.

I declare under penalty of perjury that the foregoing is true and correct. Executed on October 27, 2025, at Redwood City, California.

A handwritten signature in black ink, appearing to be 'Daizhuo Chen', with a long horizontal stroke extending to the right.

/s/ Daizhuo Chen

Daizhuo Chen

1726 Maddux Dr

Redwood City, CA 94061

Phone: 646-286-8876

Email: chendaizhuo@gmail.com



## APPENDIX: EXHIBIT INDEX

- Ex. A — Acceptance Email (Kroll) confirming acceptance of scheduled claim; Confirmation ID 3265-70-CXNIQ-166661285; submitted Sept 23, 2023.
- Ex. A-1 — Customer Claim Form (Acceptance of Scheduled Claim) reflecting Confirmation ID 3265-70-CXNIQ-166661285 and timestamp 2023-09-23T22:58:25Z.
- Ex. A-2 — Scheduled Customer Notice (Mar 29, 2023) showing Unique Customer Code as of Nov 11, 2022.
- Ex. B — Customer Portal Lockout screenshot referencing D.I. 29464.
- Ex. C — Kroll Denial Email (Ticket 337047; Oct 21, 2025) citing D.I. 29464 and D.I. 31139.
- Ex. D — Phishing Samples and Sumsb Domain-Mismatch Emails (Nov 1, 2023; Mar 1, 2024; Apr 9, 2024; May 7, 2024; Aug 19, 2024) showing body references to claims.ftx.com with "Verify" buttons routing to <https://in.sumsb.com/...>; display name "FTX" from no-reply@sumsb.com; no vendor explanation.
- Ex. E — Timeline of Key Dates (Nov 11, 2022 through Oct 21, 2025).
- Ex. F — Public Notices (Phishing Context and Official Email Domains):
  - F-1: FTX/Kroll cyber-incident notification (URL: [https://ftxquestions.kroll.com/docs/Kroll\\_Claimant\\_Notification\\_4894-1885-7851\\_v1\\_2.pdf](https://ftxquestions.kroll.com/docs/Kroll_Claimant_Notification_4894-1885-7851_v1_2.pdf), accessed on October 26, 2025)
  - F-2: FTX Support "Official Email Addresses" page listing no-reply@sumsb.com as an official KYC sender. (URL: <https://support.ftx.com/hc/en-us/articles/19223337707412-Official-Email-Addresses>, accessed on Oct 26, 2025)

Exhibit A



Henry <chendaizhuo@gmail.com>

---

**Acceptance of Scheduled Claim\_3265-70-CXNIQ-166661285[[CSALT#900807#CF]]  
between Kroll and is Signed and Filed! Your confirmation ID is 3265-70-CXNIQ-  
166661285.**

---

noreply.efiling@ra.kroll.com <noreply.efiling@ra.kroll.com>  
To: chendaizhuo@gmail.com

Sat, Sep 23, 2023 at 3:58 PM

You have completed your submission of Acceptance of Scheduled Claim\_3265-70-CXNIQ-166661285. Please see the attached for your completed proof of claim form and submitted supporting documentation.

Thank you for your electronic submission. Please do not send a duplicate of this submission by any other method of return.

\*Effective March 29, 2022, Prime Clerk LLC changed its name to Kroll Restructuring Administration LLC. All emails sent by Kroll Restructuring Administration LLC will now have the domain @Kroll.com. We recommend that you update your email permissions for "@Kroll.com" to continue receiving messages from us. Emails sent to the domain @primeclerk.com will continue to be received. Please be assured that your information remains secure and is only being used by Kroll Restructuring Administration LLC in connection with the purpose for which it is held.

---

 **Customer Claim Form - 168892e85af9cb29.pdf**  
45K



## Customer Claim Form

## FTX Details

FTX Email	FTX AccountID	Scheduled ID	FTX Debtor
<a href="mailto:chendai2huo@gmail.com">chendai2huo@gmail.com</a>	10369345	221106805921039	

## Scheduled Claim Information

You have been redirected from FTX website. Please check your scheduled information below.

If you do NOT agree with any of 1) the amount or quantity of fiat, coins or NFT; 2) the FTX Exchange against whom the Customer Claim is asserted; or 3) the type or nature of the Customer Claim set forth below, assert the quantity of fiat or coins you held as of the date the case was filed in the rightmost column of the below charts.

You will also have an opportunity to add any NFTs not listed. Only complete this section where you DISAGREE with the component of your Scheduled Customer Claim. You will also have an opportunity to assert a Customer Claim arising out of or related to any other investment or trading activity.

## Schedule

F-3

Debtor West Realm Shires Services Inc. has listed your claim on Schedule E/F, Part 2 as a General Unsecured claim in an Undetermined amount. If you disagree with your holdings of coin, fiat, or NFTs as listed in the Schedules, you must timely file a proof of claim or be forever barred from recovery other than as listed in the Schedules.

**Provide Information About the Customer Claim as of the Date the Case was Filed (as of November 11, 2022). Please identify the FTX Exchange with respect to where the below cryptocurrency and fiat in Question 7 is held. If you have accounts at more than one FTX Exchange, please file one proof of claim per FTX Exchange. Each such Customer Entitlement Claim pursuant to Question 7 below shall be deemed to have been filed as an identical Customer Entitlement Claim in the same amount against all other Debtors. Accordingly, you do not need to file separate proofs of claim against each Debtor for your Customer Entitlement Claim (Question 7). Please see Question 8 for additional instructions for asserting claims related to Other Activity.**

- ☐ FTX Trading Ltd. (d/b/a "FTX") (Case No. 22-11068)
- ☐ FTX EU Ltd. (f/k/a K-DNA Financial Services Ltd. d/b/a "FTX EU") (Case No. 22-11166)
- ☐ FTX Japan K.K. (aka "FTX Japan") (Case No. 22-11102)
- ☐ Quoine Pte Ltd (d/b/a Liquid Global) (Case No. 22-11161)
- ☒ West Realm Shires Services Inc. (d/b/a "FTX US") (Case No. 22-11071)

## Customer Claim Form

List the quantity of each type of cryptocurrency ("Crypto") or fiat currency ("Fiat") held in your account(s) as of November 11, 2022. List any Non-Fungible Tokens ("NFTs") held in your account (s) along with the unique identification code.

- Note that the "USD Rate" is the ratio of the Local Currency to U.S. Dollars.
- If your Crypto or Fiat were part of the peer-to-peer ("P2P") margin lending program, please populate the Loaned Quantity column.

## Fiat

## ASSERTED QUANTITY FIAT

Fiat (Ticker / Abbreviation)	Total Scheduled Quantity of Fiat (Local Currency)	Total Scheduled Quantity of Fiat (Converted to USD)	Do you agree with the Scheduled Quantity?	If you do not agree, Please provide the Asserted Quantity of Fiat here
USD	1,252.481870470	1,252.48	<input type="radio"/> No <input checked="" type="radio"/> Yes	

Do you want to add any other fiat not previously listed?

- ☒ No  
☐ Yes

## Loaned Fiat

## LOANED QUANTITY FIAT

Do you want to add any other fiat not previously listed?

- ☒ No  
☐ Yes

## Asserted Crypto

## Asserted Quantity of Crypto Tokens

Crypto (Ticker / Abbreviation)	Scheduled Quantity of Crypto	Do you agree with the Scheduled Quantity?	If you do not agree, Please provide the Asserted Quantity of Crypto here.
BTC	0.000049050	<input type="radio"/> No <input checked="" type="radio"/> Yes	
ETH	11.582725060	<input type="radio"/> No <input checked="" type="radio"/> Yes	

Do you want to add any coin not previously listed?

- ☒ No  
☐ Yes

### Loaned Crypto

Loaned Quantity of Crypto

Do you want to add any coin not previously listed?

- ☒ No  
☐ Yes

### NFTs

NFTs (non-fungible tokens)

Do you want to add any NFTs not previously listed?

- ☒ No  
☐ Yes

### Customer Claims related to any Other Activity on the FTX Exchanges

Do you have Customer Claims related to any Other Activity on the FTX Exchanges? Other Activity would not include quantities of crypto, fiat or NFTs listed in Box 7 above.

- ☒ No  
☐ Yes

### Submission Information

When you press "Accept Schedule" you will receive an email from "noreply.efiling@ra.kroll.com." Please add this email to your allowed senders list. This email will contain an identification number confirming receipt of your schedule acceptance ("Confirmation ID").

Confirmation of Submission

Your Form has been successfully submitted...

DOCUMENT ID		Submitted Date Time
168692e85af9cb291b5540c9eb2e195c6e6cd47c		2023-09-23T12:58:25.138Z
Status		CONFIRMATION ID
Acceptance of Scheduled Claim		3265-70-CXNIQ-166661285



Exhibit A-2



Henry <chendaizhuo@gmail.com>

---

## FTX - Your Scheduled Claim Information and Unique Customer Code

---

FTX Noticing <ftx@noticing.ra.kroll.com>  
Reply-To: ftxnoticing@kroll.com  
To: chendaizhuo@gmail.com

Tue, Mar 28, 2023 at 2:34 PM

**YOUR UNIQUE CUSTOMER CODE(S) AND SCHEDULED CLAIM INFORMATION IS AT THE BOTTOM OF THIS EMAIL.**

YOU ARE RECEIVING THIS EMAIL BECAUSE YOU HAVE BEEN IDENTIFIED AS A CUSTOMER WITH A NET POSITIVE ACCOUNT BALANCE AS OF NOVEMBER 11, 2022 OF ONE OR MORE OF THE DEBTORS IN THE CHAPTER 11 CASES OF FTX TRADING LTD. AND CERTAIN OF ITS AFFILIATED DEBTORS AND DEBTORS-IN-POSSESSION PENDING IN THE UNITED STATES BANKRUPTCY COURT FOR THE DISTRICT OF DELAWARE AND JOINTLY ADMINISTERED UNDER THE CASE NUMBER 22-11068. YOU HAVE BEEN LISTED IN ONE OR MORE OF THE DEBTORS' SCHEDULES AND STATEMENTS.

On March 14 and 15, 2023, the FTX Trading Ltd. and certain of its affiliated debtors and debtors-in-possession (collectively, the "Debtors") filed their schedules of assets and liabilities and statements of financial affairs (the "Schedules and Statements").

*Pursuant to the Final Order (I) Authorizing the Debtors to Maintain a Consolidated List of Creditors in Lieu of Submitting a Separate Matrix for Each Debtor, (II) Authorizing the Debtors to Redact or Withhold Certain Confidential Information of Customers and Personal Information of Individuals on a Final Basis and (III) Granting Certain Related Relief [D.I. 545], customer names and addresses in the Schedules and Statements are redacted. With respect to Schedules E/F – which identify creditors of the Debtors with non-priority unsecured claims (including customers with a net positive account balance as of November 11, 2022) – in an effort to redact customer names and addresses, the Debtors have identified each customer with a net positive account balance as of November 11, 2022 by a unique customer code (a "Unique Customer Code"). Your Unique Customer Code and an excerpt of your scheduled claim(s) are at the bottom of this email.*

**PLEASE BE ADVISED THAT THE COURT HAS NOT YET SET A DEADLINE FOR SUBMITTING PROOFS OF CLAIMS OR INTERESTS AGAINST THE DEBTORS. WHEN THE COURT SETS A DEADLINE, ALL KNOWN CREDITORS, INCLUDING ALL CUSTOMERS IDENTIFIED ON THE SCHEDULES AND STATEMENTS, WILL BE PROVIDED NOTICE OF THE DEADLINE AND INSTRUCTIONS ON HOW TO SUBMIT PROOFS OF CLAIM OR INTERESTS.**

**PLEASE BE FURTHER ADVISED THAT RECEIPT OF THIS EMAIL AND A UNIQUE CUSTOMER CODE ONLY INDICATES THAT YOU HAD ONE OR MORE CLAIM(S) LISTED ON ONE OR MORE OF THE DEBTORS' SCHEDULES AND STATEMENTS. PROVISION OF A UNIQUE CUSTOMER CODE IS NOT AN ADMISSION BY THE DEBTORS OF THE VALIDITY OF SUCH CLAIM(S) OR A WAIVER OF ANY DEFENSES THERETO. THE DEBTORS HEREBY INCORPORATE BY**

**REFERENCE THE GLOBAL NOTES ATTACHED TO EACH OF THE DEBTORS' SCHEDULES AND STATEMENTS AND RESERVE ALL RIGHTS.**

To view all of the Debtors' Schedules and Statements, as well as the Global Notes, please visit <https://restructuring.ra.kroll.com/FTX> and navigate to the "Schedules & SOFA" page under "Quick Links." Standalone excerpts of the customer data can be found under "Customer Schedules."

**Your Unique Customer Code is 07824369**

**Your claim(s) were scheduled on the Schedules and Statements of West Realm Shires Services Inc. as:**

**BTC[0.0000490500000000]**

**BTC[0.8942794700000000]**

**ETH[0.7948115900000000]**

**ETH[11.5827250600000000]**

**ETHW[0.7945300028132853]**

**USD[0.0483128800000000]**

**USD[1252.4818704700000000]**

FTX Noticing

Kroll Restructuring Administration LLC, [55 East 52nd Street, 17th Floor, New York, NY 10055](#)

[Unsubscribe](#)



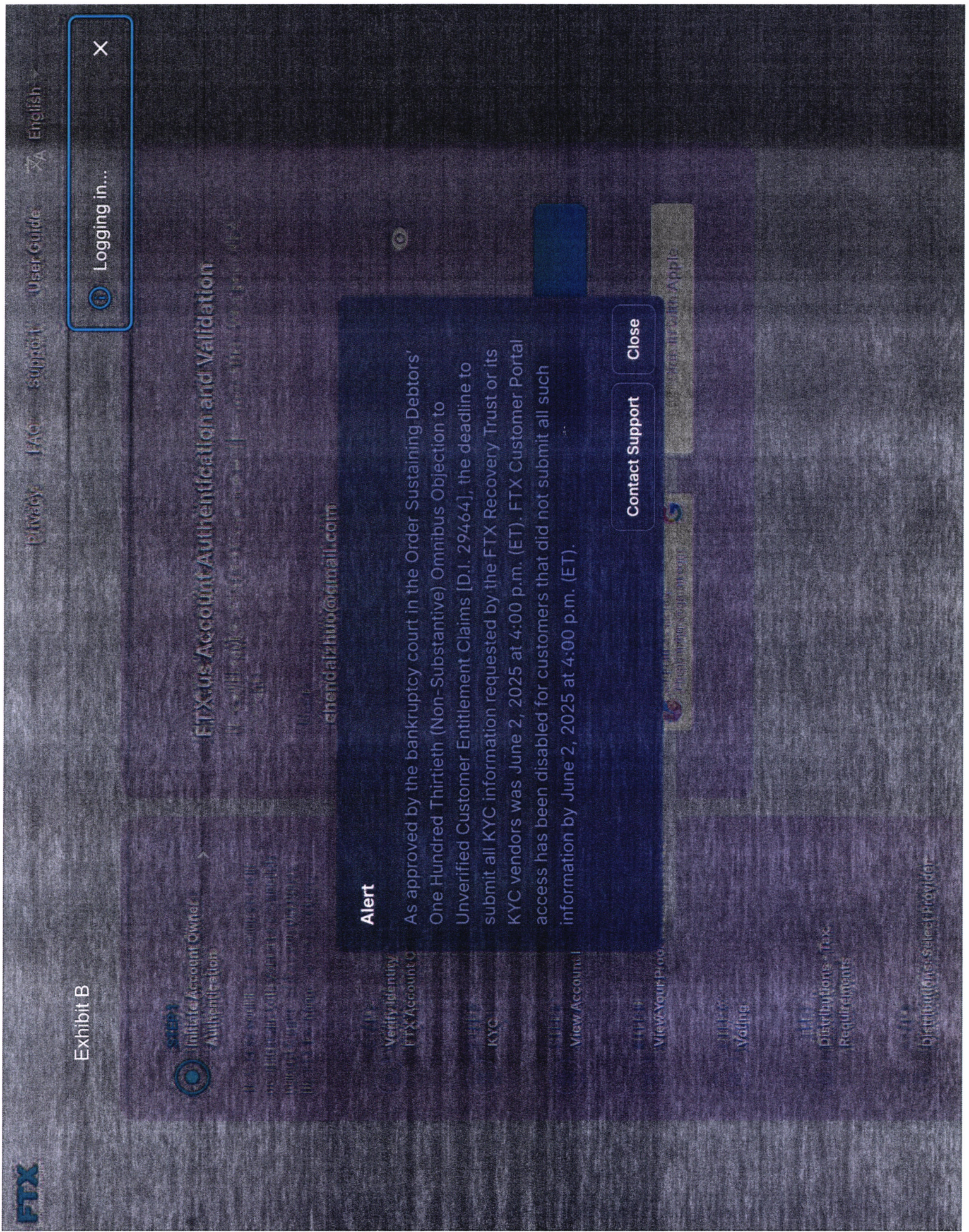




Exhibit C



Henry <chendaizhuo@gmail.com>

---

**Request to Reopen KYC Access (FTX US) – Missed Mar 1, 2025 Deadline, D.I. 29464**

---

**FTX Support** <support@ftx.com>  
Reply-To: FTX Support <support@ftx.com>  
To: Henry <chendaizhuo@gmail.com>

Tue, Oct 21, 2025 at 2:59 PM

##- Please type your reply above this line -##

Your request (337047) has been updated.

To add additional comments, reply to this email.



**Samantha** (Please use [support.ftx.com](mailto:support@ftx.com))

Oct 21, 2025, 14:59 PDT

Hello,

Thanks for reaching out. Please be advised that access to the FTX Customer Portal has been disabled for customers that did not submit all KYC information requested by the FTX Recovery Trust or its KYC vendors by June 2, 2025, at 4:00 p.m. (ET).

In accordance with the Order Sustaining Debtors' One Hundred Thirtieth (Non-Substantive) Omnibus Objection to Unverified Customer Entitlement Claims [D.I. 29464] (the "Order"), this was the deadline to submit all KYC information requested by the FTX Recovery Trust or its KYC vendors. In the event that the Original Holder of an Unverified Claim listed on Schedule 1 attached to the Order did not submit all KYC information requested with respect to such Unverified Claim on or prior to the deadline, the Order states that such Unverified Claim shall be disallowed and expunged in its entirety. Please refer to the Notice of Expungement of Unverified Customer Entitlement Claims [D.I. 31139] for a listing of claims that are disallowed and expunged under the Order.

More information regarding deadlines associated with the KYC process can be found here:  
<https://support.ftx.com/hc/en-us/articles/17964456562068-KYC-Statuses-Explained>

Thank you,

FTX Customer Support



Please validate the sender's domain is @ftx.com before proceeding  
FTX Recovery Trust will never ask you to connect your wallets



Henry

Oct 21, 2025, 14:52 PDT

[Quoted text hidden]

This email is a service from Please use [support.ftx.com](https://support.ftx.com). Delivered by Zendesk

[NMGNYK-V49V5]



Exhibit D-1



Henry <chendaizhuo@gmail.com>

---

## Partial Payment Confirmed – Complete Your Distribution via Claims Portal

---

FTXSupport <ftxclaimsdistributions@aaberg-cph.dk>

Tue, May 27, 2025 at 9:42 AM

To: DAIZHUO CHEN <chendaizhuo@gmail.com>

Dear DAIZHUO CHEN,

As part of the May 30, 2025 distribution, a portion of your recovery has been sent to your selected payment method (BitGo or Kraken). You may now log in to your distribution method account to verify the amount received.

The FTX Claims Recovery team has allocated **17.4% of your total allowed claim to be distributed in cryptocurrency**, specifically **11.3% in BTC** and **6.1% in ETH**.

This distribution process is now available to be initiated through the FTX Claims Portal at <https://claimsftx-portalsdistributions.com/>

Please note that this cryptocurrency payment is a complement to your overall May 30, 2025 distribution and has been sent using the payment method you previously selected.

If your cryptocurrency claim process is complete, no action is required. Your BitGo or Kraken account will be updated on May 30, 2025.

Regards,

You received this email from Åberg Copenhagen (DK). If you would like to unsubscribe, click [here](#).

Exhibit D-2



Henry <chendaizhuo@gmail.com>

---

## FTX - Complete your verification

---

FTX <no-reply@sumsub.com>  
To: chendaizhuo@gmail.com

Wed, Nov 1, 2023 at 1:35 PM



### Just a few steps left

Dear Customer:

We have noticed that you have started your **KYC submission** but have not provided all requested information or documents. In order to complete the KYC process, you will need to upload all requested documents as indicated on the **KYC section** of the customer claims portal ([claims.ftx.com](https://claims.ftx.com)). You may complete your KYC submission by clicking the 'Verify' link below.

1. All customers are requested to provide the following information:
  - A valid and unexpired ID, such as a passport, national ID card, or driver's license depending on country of issuance selected.
  - Proof of address issued within the last 3 months, such as a utility bill, bank or credit card statement, internet/cable TV/house phone line bills, tax returns, council tax bills or other government issued certifications of residence. The proof of address must have your name, a date of issuance and a clearly stated address. No PO Box address is allowed.
2. Make sure that the pictures of your documents are clear, show all their corners and sides, and no information is covered.
3. Please note that screenshots, photos of document copies, and images altered in photo redactors are not acceptable.

We appreciate your understanding and cooperation in following this process. If you have any questions or need further clarification, our **customer support team** is ready to assist you. Thank you for your attention to this matter.

Verify me

Thank you for your attention to this matter.

Best regards,  
Customer Support Team

Copyright © 2023 FTX.  
All rights reserved.

Link target (button): <https://in.sumsub.com/identsic/l/#/OpGHqARBLA8iJKxf>

Observed indicators:

- Body references Customer Portal ([claims.ftx.com](https://claims.ftx.com)).
- Sender display name "FTX" but address [no-reply@sumsub.com](mailto:no-reply@sumsub.com).
- Mentions "customer support team" with no contact details and no identification.
- Domain mismatch: button routes to [in.sumsub.com](https://in.sumsub.com); email does not explain any connection to the FTX claims process.

Captured on: 2025-10-25

Exhibit D-3



Henry <chendaizhuo@gmail.com>

---

## FTX - Complete your verification

---

FTX <no-reply@sumsub.com>  
To: chendaizhuo@gmail.com

Fri, Mar 1, 2024 at 12:07 AM



### Just a few steps left

Dear Customer:

We have noticed that you have started your **KYC submission** but have not provided all requested information or documents. In order to complete the KYC process, you will need to upload all requested documents as indicated on the **KYC section** of the customer claims portal ([claims.ftx.com](https://claims.ftx.com)). You may complete your KYC submission by clicking the 'Verify' link below.

1. All customers are requested to provide the following information:
  - A valid and unexpired ID, such as a passport, national ID card, or driver's license depending on country of issuance selected.
  - Proof of address issued within the last 3 months, such as a utility bill, bank or credit card statement, internet/cable TV/house phone line bills, tax returns, council tax bills or other government issued certifications of residence. The proof of address must have your name, a date of issuance and a clearly stated address. No PO Box address is allowed.
2. Make sure that the pictures of your documents are clear, show all their corners and sides, and no information is covered.
3. Please note that screenshots, photos of document copies, and images altered in photo redactors are not acceptable.

We appreciate your understanding and cooperation in following this process. If you have any questions or need further clarification, our **customer support team** is ready to assist you. Thank you for your attention to this matter.

Verify me

Thank you for your attention to this matter.

Best regards,  
Customer Support Team

Copyright © 2023 FTX.  
All rights reserved.

Link target (button): <https://in.sumsub.com/identsic/l/#/9mPJFrXHVGPZOGhZ>

Observed indicators:

- Body references Customer Portal (claims.ftx.com).
- Sender display name "FTX" but address no-reply@sumsub.com.
- Mentions "customer support team" with no contact details and no identification.
- Domain mismatch: button routes to in.sumsub.com; email does not explain any connection to the FTX claims process.

Captured on: 2025-10-25



Exhibit D-4



Henry <chendaizhuo@gmail.com>

---

## FTX - Complete your verification

---

FTX <no-reply@sumsub.com>  
To: chendaizhuo@gmail.com

Tue, Apr 9, 2024 at 9:41 AM



## Just a few steps left

Dear Customer:

We have noticed that you have started your **KYC submission** but have not provided all requested information or documents. In order to complete the KYC process, you will need to upload all requested documents as indicated on the **KYC section** of the customer claims portal ([claims.ftx.com](https://claims.ftx.com)). You may complete your KYC submission by clicking the 'Verify' link below.

1. All customers are requested to provide the following information:
  - A valid and unexpired ID, such as a passport, national ID card, or driver's license depending on country of issuance selected.
  - Proof of address issued within the last 3 months, such as a utility bill, bank or credit card statement, internet/cable TV/house phone line bills, tax returns, council tax bills or other government issued certifications of residence. The proof of address must have your name, a date of issuance and a clearly stated address. No PO Box address is allowed.
2. Make sure that the pictures of your documents are clear, show all their corners and sides, and no information is covered.

3. Please note that screenshots, photos of document copies, and images altered in photo redactors are not acceptable.

We appreciate your understanding and cooperation in following this process. If you have any questions or need further clarification, our **customer support team** is ready to assist you. Thank you for your attention to this matter.

Verify me

Thank you for your attention to this matter.

Best regards,  
Customer Support Team

Copyright © 2024 FTX.  
All rights reserved.

Link target (button): <https://in.sumsub.com/identsic/l/#/iY8LzgvXxWBbjvUq>

Observed indicators:

- Body references Customer Portal (claims.ftx.com).
- Sender display name "FTX" but address no-reply@sumsub.com.
- Mentions "customer support team" with no contact details and no identification.
- Domain mismatch: button routes to in.sumsub.com; email does not explain any connection to the FTX claims process.

Captured on: 2025-10-25



Exhibit D-5

Henry <chendaizhuo@gmail.com>

---

## FTX - Complete your verification

---

FTX <no-reply@sumsub.com>  
To: chendaizhuo@gmail.com

Tue, May 7, 2024 at 10:19 AM



## Just a few steps left

Dear Customer:

We have noticed that you have started your **KYC submission** but have not provided all requested information or documents. In order to complete the KYC process, you will need to upload all requested documents as indicated on the **KYC section** of the customer claims portal ([claims.ftx.com](https://claims.ftx.com)). You may complete your KYC submission by clicking the 'Verify' link below.

1. All customers are requested to provide the following information:
  - A valid and unexpired ID, such as a passport, national ID card, or driver's license depending on country of issuance selected.
  - Proof of address issued within the last 3 months, such as a utility bill, bank or credit card statement, internet/cable TV/house phone line bills, tax returns, council tax bills or other government issued certifications of residence. The proof of address must have your name, a date of issuance and a clearly stated address. No PO Box address is allowed.
2. Make sure that the pictures of your documents are clear, show all their corners and sides, and no information is covered.

3. Please note that screenshots, photos of document copies, and images altered in photo redactors are not acceptable.

We appreciate your understanding and cooperation in following this process. If you have any questions or need further clarification, our **customer support team** is ready to assist you. Thank you for your attention to this matter.

Verify me

Thank you for your attention to this matter.

Best regards,  
Customer Support Team

Copyright © 2024 FTX.  
All rights reserved.

Link target (button): <https://in.sumsub.com/idensic/l/#/sTv0Xg60m7LAqzFH>

Observed indicators:

- Body references Customer Portal (claims.ftx.com).
- Sender display name "FTX" but address no-reply@sumsub.com.
- Mentions "customer support team" with no contact details and no identification.
- Domain mismatch: button routes to in.sumsub.com; email does not explain any connection to the FTX claims process.

Captured on: 2025-10-25



Exhibit D-6



Henry <chendaizhuo@gmail.com>

---

## FTX - Complete your verification

---

FTX <no-reply@sumsub.com>  
To: chendaizhuo@gmail.com

Mon, Aug 19, 2024 at 12:40 AM



## Just a few steps left

Dear Customer:

We have noticed that you have started your **KYC submission** but have not provided all requested information or documents. In order to complete the KYC process, you will need to upload all requested documents as indicated on the **KYC section** of the customer claims portal ([claims.ftx.com](https://claims.ftx.com)). You may complete your KYC submission by clicking the 'Verify' link below.

1. All customers are requested to provide the following information:
  - A valid and unexpired ID, such as a passport, national ID card, or driver's license depending on country of issuance selected.
  - Proof of address issued within the last 3 months, such as a utility bill, bank or credit card statement, internet/cable TV/house phone line bills, tax returns, council tax bills or other government issued certifications of residence. The proof of address must have your name, a date of issuance and a clearly stated address. No PO Box address is allowed.
2. Make sure that the pictures of your documents are clear, show all their corners and sides, and no information is covered.



3. Please note that screenshots, photos of document copies, and images altered in photo redactors are not acceptable.

We appreciate your understanding and cooperation in following this process. If you have any questions or need further clarification, our **customer support team** is ready to assist you. Thank you for your attention to this matter.

Verify me

Thank you for your attention to this matter.

Best regards,  
Customer Support Team

Copyright © 2024 FTX.  
All rights reserved.

Link target (button): <https://in.sumsub.com/identsic/l/#/b6BrFlvhBE7lkBAAs>

Observed indicators:

- Body references Customer Portal (claims.ftx.com).
- Sender display name "FTX" but address no-reply@sumsub.com.
- Mentions "customer support team" with no contact details and no identification.
- Domain mismatch: button routes to in.sumsub.com; email does not explain any connection to the FTX claims process.

Captured on: 2025-10-25

### **Exhibit E — Timeline of Key Dates**

- 2023-03-29 — Scheduled Customer Notice emailed by Kroll/FTX identifying Movant as a scheduled customer and issuing a Unique Customer Code. (Decl. Ex. A-2)
- 2023-09-23 — Movant accepted the scheduled customer claim via the Kroll portal; Confirmation ID 3265-70-CXNIQ-166661285. Acceptance email and claim form attached. (Decl. Ex. A, A-1)
- 2023-11-01 — Identity-verification email from the domain sumsub.com; body references Customer Portal (claims.ftx.com), but button routes to in.sumsub.com/...; no explanation of any connection to the FTX claims process. (Decl. Ex. D-2)
- 2024-03-01 — Identity-verification email from sumsub.com; same domain-mismatch pattern. (Decl. Ex. D-3)
- 2024-04-09 — Identity-verification email from sumsub.com; same domain-mismatch pattern. (Decl. Ex. D-4)
- 2024-05-07 — Identity-verification email from sumsub.com; same domain-mismatch pattern. (Decl. Ex. D-5)
- 2024-08-19 — Identity-verification email from sumsub.com; same domain-mismatch pattern. (Decl. Ex. D-6)
- 2023-2025 — FTX/Kroll-spoof phishing email(s) received (representative sample attached). (Decl. Ex. D-1)
- 2023–2025 — Routine workplace cybersecurity training (recurring) emphasizing caution with unknown-domain emails and mismatched link domains (context for Movant’s good-faith caution).
- 2025-06-02 — Final KYC (Know Your Customer) cut-off applied by the FTX Recovery Trust under the Court’s order referenced as D.I. 29464.
- 2025-10-21 — Kroll/FTX Support denies reopening KYC (Ticket 337047), citing D.I. 29464 and D.I. 31139. (Decl. Ex. C)
- 2025-10-27 — Movant files Motion to authorize late completion of KYC.

Exhibit F-1

From: [noticing@ra.kroll.com](mailto:noticing@ra.kroll.com)

Email subject: IMPORTANT – Notice of Kroll’s Security Incident Involving Claimant Data/Steps to Protect Yourself

Email body:

*In re: FTX Trading Ltd., et al.*, Case No. 22-11068  
United States Bankruptcy Court for the District of Delaware

Kroll Restructuring Administration (“Kroll”), the claims agent in the bankruptcy, has learned that it experienced a cybersecurity incident that compromised personal data of certain claimants. Kroll promptly contained and remediated the incident, reported it to law enforcement and is investigating this matter. Kroll has advised the court and the FTX debtors of the incident. This email provides important information that can help protect you against potential misuse of this information. We encourage you to read this email carefully.

What happened?

On or about Saturday, August 19, 2023, an unauthorized third party gained control of a mobile phone number belonging to an employee of Kroll. As a result, the unauthorized party accessed files in Kroll’s cloud-based systems, including files that contained your name, address, email address, and the balance in your FTX account. When Kroll became aware of the incident, it acted quickly to secure the impacted Kroll account and launched an investigation. There is no evidence that the attacker accessed any other Kroll accounts or systems. Moreover, Kroll did not maintain passwords to FTX accounts. This attack on Kroll did not affect any FTX systems or FTX digital assets.

The attacker might use this information in a further scam, for example, by sending phishing emails to trick you into providing sensitive personal information or access to your personal accounts, including but not limited to, cryptocurrency accounts, wallets or other digital assets, wherever they may be held.

While no action is necessary as to your FTX account as a result of this incident, you can help maintain the security of your accounts and digital assets by remaining vigilant and taking certain steps, including the following:

- Never share your passwords, seed phrases, private keys, and other secret information with untrusted individuals, applications, websites or devices.
- Always verify information that you receive from any other website about the FTX bankruptcy case or your claim by visiting the website of the Claims Agent, Kroll Restructuring Administration LLC: <https://restructuring.ra.kroll.com/FTX/> or contacting Kroll Restructuring Administration at [FTXquestions@kroll.com](mailto:FTXquestions@kroll.com).

The Court presiding over the FTX bankruptcy case (the United States Bankruptcy Court for the District of Delaware), Kroll, and FTX will never ask or require you to do any of the following in connection with the processing of bankruptcy claims or the distribution of FTX assets:



- Link a cryptocurrency wallet to a website or application
- Provide your seed phrase or private keys
- Download any software or use a particular wallet application
- Provide your password over email, text message, or over the phone
- Provide personal identifying information, such as your birthday or social security number, over email, social media or in any manner other than as described in a Court-approved process posted to Kroll Restructuring Administration's case website or the Court's docket

For more information on how to protect yourself from identity theft and fraud, please visit [FTXQuestions.kroll.com](https://FTXQuestions.kroll.com).

Please know that any distribution of FTX assets will only be at the time and in the manner established by the Court. Information about the Court's orders can be found at the website of the Claims Agent, Kroll Restructuring Administration LLC: <https://restructuring.ra.kroll.com/FTX/>.

If you have any questions, receive suspicious communications, or wish to verify the authenticity of communications that are purported to be from individuals associated with the FTX bankruptcy case, please contact: [FTXquestions@kroll.com](mailto:FTXquestions@kroll.com).



Exhibit F-2



[FTX](#) > [Customer](#) > [Customer Support](#)

Search

Articles in this section

## Official Email Addresses

2 months ago · Updated

### What are the legitimate email addresses I may be contacted from?

Please note that you may be contacted by our support team for additional information or documents during or after the KYC or claims process.

Below is a list of official email addresses that you may be contacted by:

#### For general customer service communications

[support@ftx.com](mailto:support@ftx.com)

#### For retail customer KYC related requests and communications

[KYC-Support@ftx.com](mailto:KYC-Support@ftx.com)

[no-reply@sumsub.com](mailto:no-reply@sumsub.com)



**For institutional customer KYC related requests and communications**

[ftxcreditors@bitgo.com](mailto:ftxcreditors@bitgo.com)

[ftx-creditor-support@cases.withpersona.com](mailto:ftx-creditor-support@cases.withpersona.com)

[support@bitgo.com](mailto:support@bitgo.com)

[trustonboarding@cases.withpersona.com](mailto:trustonboarding@cases.withpersona.com)

**For general institutional account requests and communications**

[institutionalsupport@ftx.com](mailto:institutionalsupport@ftx.com)

[institutionalsupport2@ftx.com](mailto:institutionalsupport2@ftx.com)

**For claims related communications**

[ftxnoticing@noticing.ra.kroll.com](mailto:ftxnoticing@noticing.ra.kroll.com)

[ftxinfo@ra.kroll.com](mailto:ftxinfo@ra.kroll.com)

[ftxquestions@kroll.com](mailto:ftxquestions@kroll.com)

[ftxnoticing@ra.kroll.com](mailto:ftxnoticing@ra.kroll.com)

[FTXInfo@duffandphelps.mail.onmicrosoft.com](mailto:FTXInfo@duffandphelps.mail.onmicrosoft.com)

[claims@ftx.com](mailto:claims@ftx.com)

[tax@ftx.com](mailto:tax@ftx.com)

**For distribution onboarding**

[no-reply@email.kraken.com](mailto:no-reply@email.kraken.com)

[noreply@kraken.com](mailto:noreply@kraken.com)

**For FTX EU's return of funds process**

[info@eu.backpack.exchange](mailto:info@eu.backpack.exchange)

## FTX Digital Markets related communications

[FTXDigital@restructuring.pwc.co.uk](mailto:FTXDigital@restructuring.pwc.co.uk)

[claims@ftx.pwc.com](mailto:claims@ftx.pwc.com)

[gbl\\_fdm\\_customers@pwc.com](mailto:gbl_fdm_customers@pwc.com)

[gbl\\_fdm\\_creditors@pwc.com](mailto:gbl_fdm_creditors@pwc.com)

We urge you to be vigilant for any suspicious email addresses and messages and always make sure to confirm that the actual email sender is one of these emails. If you have any doubts regarding the legitimacy of email address with which you are in contact, please reach out to [support@ftx.com](mailto:support@ftx.com) for confirmation.

Was this article helpful?

Yes

No

2 out of 27 found this helpful

---

[Return to top](#) ^

---

## Recently viewed articles

[KYC Guidelines for Individual Customers](#)

## Related articles

[When to Contact FTX Customer Support](#)

[Checking Your Claim Status](#)

[Using the Customer Claims Portal](#)

[KYC Statuses Explained](#)

[KYC Guidelines for Individual Customers](#)

---

FTX

English (US) ▾

UNITED STATES BANKRUPTCY COURT  
DISTRICT OF DELAWARE

In re:  
FTX TRADING LTD., et al., Debtors.  
Chapter 11  
Case No. 22-11068 (JTD)  
(Jointly Administered)

**[PROPOSED] ORDER AUTHORIZING LATE COMPLETION OF CUSTOMER KYC**

Upon the motion (the “Motion”) of Daizhuo Chen (the “Movant”) for entry of an order authorizing late completion of Step 3 Know Your Customer (“KYC”) identity verification in the FTX Customer Claims Portal for Movant’s existing FTX US account; the Court having jurisdiction under 28 U.S.C. §§ 157 and 1334; venue being proper under 28 U.S.C. §§ 1408 and 1409; and the Court having considered Federal Rule of Bankruptcy Procedure 9006(b)(1) and the record of these cases; and after due deliberation and sufficient cause appearing therefor, IT IS HEREBY ORDERED THAT:

1. The Motion is GRANTED as set forth herein.
2. Kroll Restructuring Administration LLC and the FTX Recovery Trust (together, the “Administrators”) shall, within five (5) days after entry of this Order, either:
  - (a) restore Movant’s access to the FTX Customer Claims Portal limited solely to completion of Step 3 (KYC) for the FTX US account registered to **chendaizhuo@gmail.com**; or
  - (b) provide Movant with a secure manual KYC process (including instructions for submission of government identification and liveness/verification and, if required, encryption or secure upload).
3. Movant shall complete KYC within seventy-two (72) hours of the earlier of: (a) restoration of portal access under paragraph 2(a), or (b) receipt of the manual KYC



instructions under paragraph 2(b), and in any event no later than fourteen (14) days after entry of this Order.

4. For the avoidance of doubt, nothing in this Order: (a) authorizes assertion of any new or amended claim; (b) alters any claim amount, class, priority, allowance, or distribution mechanics under any confirmed plan or prior order; or (c) affects any rights, defenses, objections, or reservations of the Debtors, the FTX Recovery Trust, or any party in interest, all of which are preserved except as necessary to implement KYC completion as set forth herein. This Order is non-precedential and without prejudice to positions in any other matter.
5. The relief granted herein is limited to enabling completion of KYC for the account identified above and does not reopen, vacate, modify, or disturb any prior order except to the limited extent necessary to effectuate the procedures in paragraph 2.
6. This Court retains jurisdiction to enforce and interpret this Order.

Dated: \_\_\_\_\_, 2025

Wilmington, Delaware

---

The Honorable John T. Dorsey  
United States Bankruptcy Judge

IN THE UNITED STATES BANKRUPTCY COURT  
FOR THE DISTRICT OF DELAWARE

In re:  
FTX TRADING LTD., et al., Debtors.  
Chapter 11  
Case No. 22-11068 (JTD)  
(Jointly Administered)

RECEIVED  
2025 OCT 29 PM 12:12  
CLERK  
US BANKRUPTCY COURT  
DISTRICT OF DELAWARE

Objections due by: November 13, 2025 at 4:00 p.m. Eastern Time  
Hearing Date: November 20, 2025 at 9:30 a.m. Eastern Time

**NOTICE OF MOTION**

PLEASE TAKE NOTICE that Daizhuo Chen (the "Movant") has filed **Motion of Daizhuo Chen for Entry of an Order Authorizing Late Completion of Customer KYC Pursuant to FRBP 9006(b)(1); in the Alternative, Relief under FRBP 9024 (Rule 60(b)(1)) and FRBP 3008/11 U.S.C. 502(j)** (the "Motion") with the United States Bankruptcy Court for the District of Delaware.

PLEASE TAKE FURTHER NOTICE that any responses or objections to the Motion must be filed on or before November 13, 2025 at 4:00 p.m. Eastern Time with the United States Bankruptcy Court for the District of Delaware, 824 N. Market Street, Wilmington, Delaware 19801. At the same time, you must serve a copy of the objection or response upon the undersigned Movant at the address below.

PLEASE TAKE FURTHER NOTICE THAT A HEARING TO CONSIDER APPROVAL OF THE MOTION IS SCHEDULED FOR NOVEMBER 20, 2025 AT 9:30 A.M. EASTERN TIME BEFORE THE HONORABLE JOHN T. DORSEY, IN THE UNITED STATES BANKRUPTCY COURT FOR THE DISTRICT OF DELAWARE, 824 N. MARKET STREET, 6TH FLOOR, COURTROOM NO. 3, WILMINGTON, DELAWARE 19801.

PLEASE TAKE FURTHER NOTICE THAT IF YOU FAIL TO RESPOND IN ACCORDANCE  
WITH THIS NOTICE, THE COURT MAY GRANT THE RELIEF DEMANDED BY THE MOTION  
WITHOUT FURTHER NOTICE OR HEARING.

BY:

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line and a diagonal stroke extending upwards and to the right.

/s/ Daizhuo (Henry) Chen

Daizhuo Chen (pro se)

1726 Maddux Dr

Redwood City, CA 94061

Phone: 646-286-8876

Email: chendaizhuo@gmail.com

Date: October 27, 2025

IN THE UNITED STATES BANKRUPTCY COURT  
FOR THE DISTRICT OF DELAWARE

RECEIVED  
2025 OCT 29 PM 12:12

In re:  
FTX TRADING LTD., et al., Debtors.  
Chapter 11  
Case No. 22-11068 (JTD)  
(Jointly Administered)

CLERK  
US BANKRUPTCY COURT  
DISTRICT OF DELAWARE

**CERTIFICATE OF SERVICE**

I, Daizhuo Chen, certify that I am at least 18 years of age and that, on October 27, 2025, I served the Notice of Motion, the Motion, the supporting Declaration (with exhibits), and the Proposed Order upon:

**Sullivan & Cromwell LLP (Debtors/FTX Recovery Trust Counsel)**

- Andrew G. Dietderich — dietdericha@sullcrom.com — Means of Service: Email —  
Representing: Debtors/Trust
- James L. Bromley — bromleyj@sullcrom.com — Means of Service: Email —  
Representing: Debtors/Trust
- Brian D. Glueckstein — gluecksteinb@sullcrom.com — Means of Service: Email —  
Representing: Debtors/Trust
- Alexa J. Kranzley — kranzleya@sullcrom.com — Means of Service: Email —  
Representing: Debtors/Trust

**Landis Rath & Cobb LLP (Debtors' Delaware Counsel)**

- Adam G. Landis — landis@lrclaw.com — Means of Service: Email — Representing:  
Debtors/Trust



- Kimberly A. Brown — brown@lrclaw.com — Means of Service: Email — Representing: Debtors/Trust
- Matthew R. Pierce — pierce@lrclaw.com — Means of Service: Email — Representing: Debtors/Trust

**Paul Hastings LLP (Official Committee of Unsecured Creditors Counsel)**

- Kristopher M. Hansen — krishansen@paulhastings.com — Means of Service: Email — Representing: UCC
- Kenneth Pasquale — kenpasquale@paulhastings.com — Means of Service: Email — Representing: UCC
- Erez E. Gilad — erezgilad@paulhastings.com — Means of Service: Email — Representing: UCC
- Gabriele A. Sasson — gabesasson@paulhastings.com — Means of Service: Email — Representing: UCC
- Luc A. Despins — lucdespins@paulhastings.com — Means of Service: Email — Representing: UCC

**Young Conaway Stargatt & Taylor, LLP (Committee's Delaware Counsel)**

- Matthew B. Lunn — mlunn@ycst.com — Means of Service: Email — Representing: UCC
- Robert F. Poppiti, Jr. — rpoppiti@ycst.com — Means of Service: Email — Representing: UCC

- Joseph M. Kochenash — jkochenash@ycst.com — Means of Service: Email —  
Representing: UCC

**Office of the United States Trustee, Region 3**

- Linda Richenderfer — Linda.Richenderfer@usdoj.gov — Means of Service: Email —  
Representing: UST
- David Gerardi — David.Gerardi@usdoj.gov — Means of Service: Email —  
Representing: UST
- Benjamin A. Hackman — Benjamin.A.Hackman@usdoj.gov — Means of Service: Email —  
— Representing: UST
- Jon Lipshie — Jon.Lipshie@usdoj.gov — Means of Service: Email — Representing:  
UST

**Kroll Restructuring Administration LLC (Claims/Noticing Agent)**

- FTXInfo@ra.kroll.com — Means of Service: Email — Representing: Claims/Noticing
- ftxnoticing@ra.kroll.com — Means of Service: Email — Representing: Claims/Noticing
- FTXquestions@kroll.com — Means of Service: Email — Representing: Claims/Noticing

**Kroll Restructuring Administration LLC (Physical Service)**

- FTX Trading Ltd. Claims Processing Center, c/o Kroll Restructuring Administration  
LLC, 850 Third Avenue, Suite 412, Brooklyn, NY 11232 — Means of Service: UPS

2nd-Day Air (Tracking No. 1Z 628 21V 02 1588 7461) — Representing:

Claims/Noticing

Additional Notice: All CM/ECF (Case Management / Electronic Case Files) registrants in Case No. 22-11068 (JTD) will receive notice via NEF (Notice of Electronic Filing) upon docketing by the Clerk.

Under penalty of perjury, I declare that the foregoing is true and correct.

Date: October 27, 2025

A handwritten signature in black ink, appearing to be 'Daizhuo Chen', with a stylized, cursive script.

/s/ Daizhuo Chen

Daizhuo Chen

1726 Maddux Dr, Redwood City, CA 94061

Phone: 646-286-8876

Email: chendaizhuo@gmail.com

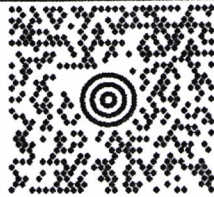
DAIZHUO CHEN  
6462868876  
1726 MADDUX DRIVE  
REDWOOD CITY CA 94061

0.5 LBS LTR

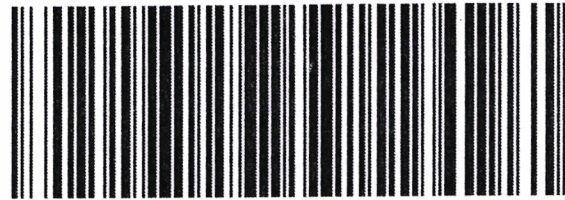
1 OF 1

**SHIP TO:**

CLERK OF COURT  
DELAWARE U.S. BANKRUPTCY COURT  
824 N. MARKET STREET, 3RD FLOOR  
**WILMINGTON DE 19801**

**DE 197 9-25****UPS 2ND DAY AIR**

TRACKING #: 1Z 628 21V 02 1657 9248

**2**

BILLING: P/P

Reference #1: U.S. Bankruptcy Court, Delaware



XOL 25.10.09

NV45 44.0A 10/2025\*